

How Innovative Service Managers are Exploiting IT4IT™ Standards

Today's organizations are under immense pressure to maximize profits while driving efficiencies and reducing overall costs. This has created a demand for more efficient use of IT to gain a competitive edge. Moving away from the traditional IT structure, today's organizations require IT to work as a business partner, one that provides products and services based on business strategy and value.

Often operating on an ITaaS (IT as a service) model, IT is expected to bring together internal and external services and demonstrate service quality to consumers. To do this, it's important that delivered services are equipped with the ability to compare these measurements against performance benchmarks. This ensures that organizations are able to defend the consumer's service consumption experience when appropriate.

Businesses often [implement](#) Service-Level Management (SLM) to define standards and measure service performance against defined contacts. They're also responsible for ensuring that all IT Service Management Agreements (SMA), Operational-Level Agreements (OLAs), and Underpinning Contracts (UCs) reflect the customer's requirements, and at the same time, are met by the corresponding services delivered by IT.

Unfortunately, there are no standards around how to integrate monitoring with service management processes and data within external organizations like cloud suppliers and external service desks. Complex integrations are possible, but are often extremely expensive for organizations and can be slow to build and maintain.

So, what is the best approach for service managers throughout this process? And what can be done to streamline the entire process?

Ease Throughout the Entire Journey

Implementing an end-to-end framework gives those within the organization an overarching view to the entire journey, including service management processes and the relationships that connect them. More specifically, it helps to create, store and maintain the service contact and SLO, which are essential when defining a set of relevant IT services between an organization and consumer.

When agreements are established across different business units within one organization, an OLA is created. It's similar to an SLA, as it defines all aspects of services that are provided and relevant to the customer, but it tends to be more technical as no business customer is involved. The IT4IT Reference Architecture works across both situations, and assists in the process of managing relationships throughout the product lifecycle, ensuring that the customer is able to seamlessly integrate the services into their own processes - without endangering any quality objectives or requirements.

It guarantees that organizational leaders are able to receive quality measurements, including information that may be covered by the service contract and used for calculations around the SLO measurements. It goes one step further to create reports on the service contracts to show the quality of service per SLO. This creates a comprehensive overview on the success of all service management processes.

Looking forward over the next few years, digitalization will continue to require the IT function to act as a business enabler that provides services and products to customers based on business strategy. Adopting the IT4IT standards will safeguard service managers, allowing them to embrace innovation and work towards a new way to standardize and integrate all services management process and data effectively.

To learn more about how Service Managers can utilize the IT4IT value chain, please download our two whitepapers on the topic, here: [IT4IT™ Service-Level Management \(SLM\) Scenario](#) & [Defining "IT Service" for the IT4IT™ Reference Architecture](#).